

*Committee Attendance:* Kelly Cameron, Richard Wells, Yen Ju Chen, Jose Zegarra Holder, Cathy Drzyzgula (MML) *Absent:* Robert Andreoli, Jon Eisenberg, Paul Goldberg, Theola Peole – Rockville, Michael Reiter, Ashley Simmons, Suzanne Weiss, Noreene Wells *Cable Office Staff:* Keith Watkins, Mitsi Herrera *Guests:* Darian Gil, Verizon; Merlyn Reineke - Access Montgomery TV

### **Call to Order**

- Richard Wells called the meeting to order at 7:15 pm.

### **Approval of Agenda/Minutes of January and February meetings**

- Votes were postponed due to absence of quorum

### **Cable Office Report**

- Keith reported that the February complaints went down, concentrated in apartment complexes, mostly broken lines. Reports did not contain anything extraordinary.

### **Comcast Franchise Renewal**

- Approximately 200 people attended the focus groups organized on 4/17 at the Civic Center of Silver Spring, and on 4/19 at the Gilcard Center (conducted in Spanish)
- Cable Office sent a request to look at vendor complaints and compile data on 4/18 at the White Flint Comcast Call Center – It was noted that analysts doing the work will encounter difficulty in classifying the kinds of complaints

### **Cable Plan**

- Mitsi mentioned that the Cable Plan is being discussed- Zero budgeting came back again as a topic. Also mentioned that \$2,500 was allocated to the Gandhi Brigade
- The Information Technology Planning Coordination Committee (ITPCC) is one of the working groups currently discussing plans to use Cable funds for FY13 projects

### **Unfinished Business**

- Meetings cancelled, postponed with Leventhal

### **OLD BUSINESS**

#### **New Member Recruitment:**

- A candidate was interviewed on 3/28 at 6:15 P by Richard and Jose and was recommended to be appointed as a new CCAC member. Appointments for the four committee members are in process to be completed within the next few weeks by the Council. Interviews will be scheduled in advance of the March CCAC meeting.

#### **Program Guides: Metadata Listings for PEGs:**

- Cable Office will take an action item to each of the PEGs in relation with the loss of metadata, asking them to verify each channel metadata is available where it is supposed to be available.
- Comcast provides a Channel Map that automatically knows where to go. It will map channels to the local guides.

- Verizon only provides a single map for all metro area, which may lead to incorrect mapping of channels. See Darian Gil comment below regarding the release of Verizon “Interactive Media Guide (IMG)1.9.1

### **Power information on Set-top boxes**

- All new boxes sold by Verizon as of April 2012 in Montgomery County are Energy Star compliant.
- The Cable Office is still working to acquire useful energy compliance information with regard to set top boxes

### **PEG Governance Board Proposal**

*Merlyn Reineke - Access Montgomery TV*

- Merlyn Reineke submitted to the Go Committee on 3/26 a governance document called “Establishment of the Public Education and Government (PEG) Governance Board” which proposes the creation of a Governing Structure for PEG organizations. It would work basically as a governance board, which will preside over decision making in regards to all MC PEGs. The proposal lists on pages 3 and 4 suggested Responsibilities for the board during FY13.

### **Verizon**

*Darian Gill - Verizon Franchise Service Manager - WDC, Philly*

Darian answered all questions posed by attending CCAC members as follows:

1. Display of PEG metadata on interactive program guide is incorrect/non-existent
  - Answer: Verizon expects to release its “Interactive Media Guide (IMG)1.9.1 in May-June timeframe”
2. Underground/Yard Construction issues
  - Complaints went down significantly. See Keith’s comments on the Cable Office Report above
3. Billing Issues: There were 700 billing complaints for Verizon
  - Verizon is now offering ONE-BILL, a billing option that captures all charges on one billing statement when customers use Verizon Wireless for wireless calls and Verizon Communications for landline calls.
  - Verizon’s ONE-BILL Customer Service Team can be reached at 1-877-214-4572 to answer any questions about the ONE-BILL
  - Other issues discussed were issues that customers face when a promotion is ending and the bill is increased – according to some customers - unexpectedly. It was suggested that the Date of the End of Bundle Promotion should clearly be marked in Bill.
  - Darian mentioned that to avoid what is called the “Sticker shock”, Verizon agents will provide customers with a first estimate of what the first bill is going to look like. This is called a Simple Order Confirmation, or SOC, and looks like a receipt. It will tell the customer how their order is going to look like and will be sent by email, but if it bounces it will then be sent by post mail.
  - Mitsi requested a sample of the SOC for her review – She also suggested that Verizon could add a feature that details when adds are made after an order has been submitted

- In addition, Darian mentioned that Verizon is ceasing 3rd party billing in a few weeks.
- 4. Call answer time measurement
  - A technical discussion ensued about how Verizon measures Call answer Call transfer, and Call Busy time.
- 5. Motorola/Cisco DVR and other 1.9 issues
  - This is not a problem but it is the normal operation of all DVR devices (all existing models)
- 6. Power specifications on in-home hardware
  - The concern on this will go away – Verizon is working on the design of other boxes to upgrade them to Star 3
  - Verizon currently offers the following Energy Star set top boxes: Four Star 2, and one Star 3. He mentioned that on average, non-ES compliant devices consume 858 kw per month nationwide, while the new Verizon ES compliant devices consume only 12 kw per set top box.
  - Verizon plans to offer a “Home media Server” - 1 box in home – adapters attached to TV in an attempt to move set top boxes out of the house

#### **NEW BUSINESS**

- none

**REMINDER:** Next CCAC meeting will be held on Wednesday, April 25 at 7pm.

#### **Public Comments**

- none

**Adjourn** Meeting adjourned at 9:25 pm

- Submitted by: Jose Zegarra Holder, CCAC Vice-Chairman